



## U.S. Customs and Border Protection

September 22, 2008

Dear CBP Decal/Transponder Customer,

The new Decal and Transponder Online Procurement System (DTOPS) will replace the current on-line system, which went off-line on 9/18/08. The website for DTOPS will be <https://dtops.cbp.dhs.gov>. **Information from the current system will be transferred to DTOPS.** There will be a delay in accessing DTOPS as it comes on-line; however, CBP will do its best to minimize this delay.

**It is important to note that the new system will not use your current User ID.** You will need to register as a new user in DTOPS in order to access your account. Your new User ID will be provided after completing these steps:

- Start at <https://dtops.cbp.dhs.gov>
- Select the blue Register button under the "New DTOPS User" section.
- Provide the necessary information and answers to selected security questions.
- **Print or record this ID** as you will need it every time you log into DTOPS.

**It is important to note that your account number will change in the new system.**

You will be able to access your existing account information by following the below steps. Former paper applicants may also find their information on-line. **If you receive multiple account numbers, contact the Help Desk** before entering DTOPS for the first time so we can assist you in getting all of your information into your account.

- Log into DTOPS by using your new DTOPS User ID and password.
- Select the Link Existing Account option from the menu on the left.
- Enter your new account number - - when prompted.
- For verification purposes, enter an active transponder or decal number that is already assigned to a conveyance in your account.
- Select the Submit button.
- Your existing account can now be accessed from the Welcome Page.

### Changes effective immediately:

- If you submit a paper application and pay by check or money order, cashier's check, etc., you no longer have to send a separate payment for expedited/registered shipping; you may submit one payment instrument for the entire cost of the order.
- When requesting replacement transponders, you must return the malfunctioning transponder to the DTOPS Program Administrator, or a signed statement stating why you cannot return the transponder. Contact the help desk at the number below for complete instructions.

If you have any questions or concerns, please contact the Help Desk at (317) 298-1245 or [Decals@dhs.gov](mailto:Decals@dhs.gov). We appreciate your patience during this transition period.

Thank you,  
U.S. Customs and Border Protection, DTOPS Program